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# Department of Health Services (DHS), Speech Pathologists and Audiologists: Common Licensing System

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# Department of Health Services (DHS), Speech Pathologists and Audiologists: Common Licensing System

**A cost-effective on-line license renewal system for complex human services**

## The challenge of licensing complex services

As the demand for on-line licensing has grown, DHS felt the need to respond to clients in various categories. One important group, speech pathologists and audiologists, provides special challenges due to the complex system of requirements of their profession and the importance of ensuring their credentials are in order so as to protect their clientele.

## Delivering effective license management efficiently

To find a solution to this critical situation, DHS engaged the services of the Arizona Portal team. Their efforts produced a new application robust enough to automate the complex on-line processing requirements of license renewals, thereby enabling speech pathologists and audiologists to handle those renewals on-line for the first time ever.

## The results

This sophisticated, yet streamlined application, enables speech pathologists and audiologists to manage their license renewal requirements on-line without ever leaving their places of work. Licensees can now renew their licenses, make address changes, update educational accomplishments and pay required fees via the Internet using a popular credit card. And because licenses are printed by the licensee, DHS not only saves personnel time, it also reduces costs. Time saved enables the



agency to provide better service in those times and situations when personal assistance is required.

### **Some additional details**

In recent years, the Arizona Department of Health Services, which is responsible for licensing and regulation of these professionals, has faced increasing numbers of applications, compounded by budget and staff reductions and an increasingly complex application process. Because of the sensitivity of the professions, license requirements for speech pathologists and audiologists are more complex than many regulated professions and trades. Managing them

manually is a time-consuming and staff-intensive task. And, due to ongoing population increases, the number of people in these professions has continued to grow in recent years. This has severely taxed DHS's ability to oversee and ensure proper licensing and regulatory compliance. However, the department's priority on quality customer service has not diminished, despite these stresses.

Working together, DHS and the Portal team have crafted a solution that handles the complexity with ease and efficiency. The basis of the solution is Common Licensing System (CLS), which uses leading-

edge, highly secure technologies to enable the accomplishment of simple, easy-to-use licensing activities with minimal DHS personnel involvement. As a result, agency time is better spent in providing customer service where it is essential. And speech and audiology professionals spend less time on regulatory matters and more time working with their clients.

### **Customer Survey comments**

*"Very effective method and pretty darn simple to follow. Thank you."*



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Motor Vehicle Division
- Arizona Government Information  
Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
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- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
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- Arizona Schools for the Deaf and Blind
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